Ontario

Annual Report 2011–2012

Licence to Succeed: Five Years of Progress

Office of the *fairness* commissioner

Bureau du commissaire à *l'équité*

TRANSPARENT OBJECTIVE IMPARTIAL FAIR

What is the Office of the Fairness Commissioner?

The Office of the Fairness Commissioner (OFC) was created by the Fair Access to Regulated Professions Act, 2006, to ensure that everyone who is qualified to practise in a profession that is regulated in Ontario can get a licence to practise here. This need arose because some professionals, particularly those trained outside of Ontario, were encountering unnecessary obstacles.

The OFC works with the regulatory bodies that oversee the professions, to ensure that their licensing processes* are transparent, objective, impartial and fair. Ultimately, the OFC's goal is to ensure that anyone qualified in a regulated profession who wishes to practise in Ontario is not prevented from doing so by an unduly complex, costly or time-consuming licensing system.

* In this document, *licensing*, *registration* and *certification* all refer to authorizing a person to practise a profession.

Ontario's Regulated Professions

To get a licence in a regulated profession, a person must meet specific criteria. To ensure the highest possible standards, licensing processes are quite intense, and include a mixture of education and practical experience.

In some cases, professionals coming to Ontario have already been trained in other jurisdictions, but they must prove they meet Ontario's standards before being registered to practise in the province.

In each profession, a regulatory body is authorized to set and enforce standards. The regulatory body oversees licensing, and sometimes works with outside organizations, such as qualifications assessment agencies, to help with the licensing process.

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"The stakes are high. A perhaps surprisingly large number of people in Ontario are affected by licensing issues. And a significant percentage of Ontario's current professionals were originally trained outside Canada."

Jean Augustine,
Ontario Fairness Commissioner

MESSAGE FROM THE COMMISSIONER

About the Commissioner – Hon. Jean Augustine, PC, CM

In February 2012, Jean Augustine was reappointed for a two-year term as Ontario's Fairness Commissioner. She is the first and only person ever to hold this position, beginning in 2007. A Member of the Order of Canada – in recognition of her "distinguished career as an educator, politician and advocate for social justice" – her many accomplishments include being the first African-Canadian woman elected to the Parliament of Canada and then the first black woman to serve in a federal Cabinet.

I am pleased to present this 2011–12 annual report, both as an accounting of our work during the year and as an update on our overall progress, as the Office of the Fairness Commissioner reaches its five-year milestone.

When I was named as Ontario's first Fairness Commissioner in 2007, I was tasked with spearheading an agency that could identify and address barriers preventing qualified professionals from getting licensed in Ontario. It did not take long to determine that trained professionals (health care workers, accountants, lawyers, educators, engineers and others) were too often being denied the opportunity to practise in their fields in Ontario – not because they were not qualified, but because of unnecessary hurdles in the licensing process.

What also quickly became apparent was the negative effect – on individuals, on families, on our society and on our economy. As heartbreaking as many of the personal stories were, it was their collective impact that we found most alarming. There is an enormous cost to all of us when people who are willing and able to contribute are needlessly blocked.

In the five years since our first eye-opening research, we have made tremendous progress in rectifying many licensing barriers. We have worked very closely and collaboratively with Ontario's licensing bodies, and I am pleased that for the most part they have been very cooperative.

We all agree that licensing is vitally important. Licences ensure that only individuals who meet specific criteria are allowed to practise in certain fields. This provides protection for the public, and maintains high standards for performance and accountability.

Just as important, these standards must apply equally to everyone.

Fair licensing is vital as Ontario competes globally for professional talent. Other forces are impacting on our workforce: increased labour mobility, changing immigration policies and demographics, and shortages in the skilled trades, to cite just a few.

We must continue to be vigilant and diligent – profession by profession, regulation by regulation, line by line.

Hon. Jean Augustine, PC, CM

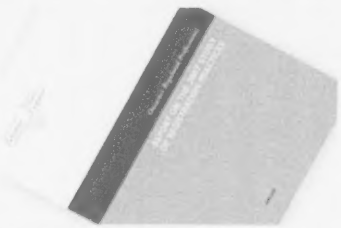
SUCCESS TO DATE

2006

Fair Access to Regulated Professions Act, 2006, creates Office of the Fairness Commissioner (OFC)

2007

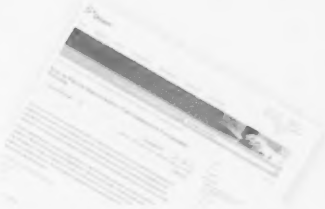
Mike Colle, Minister of Citizenship and Immigration, congratulates newly named Commissioner, Hon. Jean Augustine



OFC begins gathering, for the first time, hard data on licensing in Ontario's regulated professions

2010

Regulators are required to critically examine three facets of licensing: work experience requirements; how fast they make decisions; the fees they charge applicants



OFC publishes results of research project on licensing requirements in other Canadian jurisdictions

malatest
GETTING YOUR PROFESSIONAL LICENCE IN ONTARIO: THE EXPERIENCES OF INTERNATIONAL AND CANADIAN APPLICANTS
Final Report

OFC releases a research study called *Getting Your Professional Licence in Ontario: The Experiences of International and Canadian Applicants*, the first study ever commissioned to document applicants' experiences

2008–2011

All regulated professions in Ontario undergo audits

OFC surveys qualifications assessment agencies, to learn more about the fairness of their assessments

2009

Provincial premiers and territorial leaders endorse full labour mobility across Canada. Ontario Labour Mobility Act is passed, and OFC works with Ontario regulators on implementation.

2011–2012

Clearing the Path: Recommendations for Action in Ontario's Professional Licensing System sets out 17 specific recommendations for improving licensing practices

Deb Matthews, Minister of Health and Long-Term Care, meets with the seven organizations involved in the licensing of doctors in Ontario, at the Commissioner's instigation

OFC conducts first round of assessments with all regulatory bodies and publishes outcomes

"The vision of the Office of the Fairness Commissioner is a province where everyone who is qualified in a regulated profession can legally practise that profession. More fairness, accountability and clarity will help reduce any discrimination in the regulatory system. At our five-year mark, we are optimistic about the future."

Hon. Jean Augustine, PC, CM | Ontario Fairness Commissioner

MAKING PROGRESS

The Office of the Fairness Commissioner spearheads systemic, institutional change. This sort of transformation requires diligence over time.

To achieve this change, the OFC encourages continual progress, resulting in many *practical, real-life improvements* to licensing processes.

Following are some examples of steps taken by regulatory bodies in 2011–12 to improve their licensing procedures, acting on the OFC's advice, recommendations and oversight.

Highlights

- **Architects** reduced experience requirements from three years to two years, creating a shorter, more focused program.
- **Audiologists'** new bylaw requires all applicants to pay the same application fee, ending the difference between the fees for Ontario graduates and the fees for graduates from outside the province.
- **Early Childhood Educators** commissioned a survey of applicants, in order to learn from their experiences during the licensing process.
- **Engineers** developed new agreements with regulatory bodies in other countries, to recognize each other's engineering degrees. Professional Engineers Ontario now has agreements with bodies in 12 countries.
- **Foresters** created a handbook and website reflecting new competency-based standards, to help applicants to self-assess and to assemble portfolios for assessment.
- **Management Accountants** launched the Centre for Internationally Educated Professionals, which offers opportunities for mentorship, language and business training, and internship programs.
- **Medical Radiation Technologists** implemented training for individuals involved in the licensing process, including anti-discrimination training and a workshop on cultural diversity.
- **Nurses** took a lead role in a Canada-wide project to set up a National Nursing Assessment Service – a single service to which applicants from around the world will be able to apply.
- **Opticians** posted new website pages detailing step-by-step licensing requirements, and made all licensing forms and guides available for download.
- **Physiotherapists** worked closely with the Canadian Alliance of Physiotherapy Regulators to ensure that third-party qualification assessments are objective, impartial and fair.
- **Psychologists** removed the unnecessary licensing requirement for three reference letters.

"Our approach encourages regulators to go beyond legalistic compliance and to take ownership of reform."

Jean Augustine,
Ontario Fairness Commissioner

FOCUS ON IMPROVEMENT: ASSESSMENT RESULTS

In executing its mandate to assess regulators' licensing practices, the Office of the Fairness Commissioner maintains a clear focus on continuous improvement, encouraging regulators to streamline and enhance the licensing experience.

The OFC released a formal **continuous improvement strategy** in April 2011, as the foundation for an assessment cycle that began in the summer of 2011.

The assessments – based on the requirements set out in the Fair Access to Regulated Professions Act, 2006 – identify problems, pinpoint solutions and recommend improvements. In assessing each regulatory body, the OFC focuses on:

- ensuring that regulators meet **specific legal duties** – such as providing information to applicants, offering appeal mechanisms, and training staff
- encouraging regulators to meet their **general legal duty** to ensure that their registration practices are transparent, objective, impartial and fair

By July 2012, this cycle of assessments will be complete. Attention will then shift to action – implementation of recommendations – and monitoring.

Outcomes to Date

The OFC completed 30 assessments by March 31, 2012. Two key themes have emerged from these assessments:

- the need for **better information** about what to do to get a licence
- the need to use **clear criteria** to decide whether someone is qualified to practise a profession

Regulatory bodies have generally responded positively to the OFC's recommendations.

The OFC's assessments also identify commendable practices. So far, the assessments have included 237 recommendations for improvement, while noting 274 commendable practices.

The OFC's continuous improvement strategy is showing positive results, giving individuals faster, fairer access to the professions – a key to helping ensure a robust Ontario economy.

CANADIAN DIVERSITÉ CANADIENNE

Ontario Fairness Commissioner Jean Augustine was published in ***Canadian Diversity*** *magazine's Winter 2012 edition. Her feature was titled,* ***Working Toward Fair Access in the Regulated Professions.***

INFLUENCING REGULATIONS

Once enacted, regulations are law. The Office of the Fairness Commissioner is actively involved in registration regulations.

Periodically, regulatory bodies put forward new regulations, or amendments to existing ones. At the request of the regulator or the responsible ministry, the OFC examines the proposals to ensure that they maintain fairness, transparency, impartiality and objectivity.

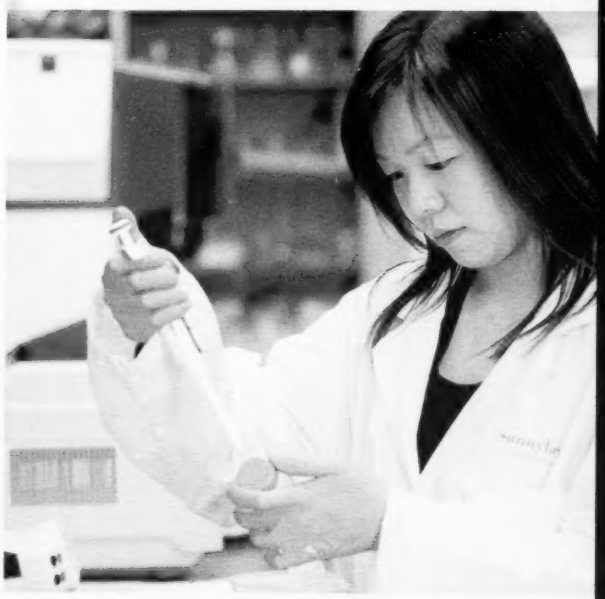
In 2011–12, the OFC reviewed 22 regulations and suggested many amendments. Its interventions have resulted in changes such as the following, which have helped to reduce barriers to fair licensing:

- **Clearer explanation of subjective terms** – Some regulators have explained what applicants must demonstrate in order to meet "good character" requirements such as "honesty," "decency" or "professional attitude." Some others removed these terms altogether from their licensing regulations.
- **Greater flexibility in determining educational equivalency** – Some regulators had firm requirements for Canadian university degrees; they now accept degrees or programs that are substantially equivalent to Canadian degrees.
- **Fairness from the outset in new professions' regulations** – Five bodies for newly regulated professions will begin licensing within the next few years, and they will avoid rigid requirements for Canadian or Ontario qualifications.

There were **800,258** licensed professionals in Ontario in 2011, up **2.7%** from 2010.

In 2011, just over **14% (112,150)** of Ontario's licensed professionals were internationally trained.

Ontario's regulatory bodies received **62,279** new licence applications in 2011. Nearly one-quarter came from international applicants.



Labour Mobility and Fair Access

As a result of labour mobility legislation, anyone working in a regulated profession or skilled trade in Canada can move anywhere else in Canada to find work without requiring more testing or training. This gives employers a broader pool of qualified candidates and a simpler process for hiring workers from other parts of Canada.

In 2011–12, most regulatory bodies revised their regulations and policies to make sure they were up-to-date regarding labour mobility. The OFC is working with regulators to ensure that the implementation of labour mobility in Ontario aligns with fair access to professions for applicants from all jurisdictions. In most professions the new rules are working well.

OUTREACH

The Commissioner and OFC staff routinely meet with stakeholders throughout Ontario to discuss the OFC's work and progress. They are also frequently invited to speak across North America to share Ontario's successes with other jurisdictions.

Highlights

- **Bathurst, New Brunswick:** Commissioner spoke on *Diversity, Integration, Opportunity: Capitalizing on Newcomer Expertise* at an employment forum of the Multicultural Association Chaleur Region.
- **Chatham:** Commissioner gave welcoming remarks to an audience of 2,000 at the Canada Day Citizenship Ceremony.
- **Moncton, New Brunswick:** Executive Director spoke on the assessment of academic credentials in Ontario's regulated professions at a national workshop.
- **Ottawa:** Commissioner spoke on the topic, *Brain Gain: The Migration of Knowledge Workers to Canada*, to General Accountants members.
- **Sarnia:** Commissioner addressed the Sarnia/Lambton Local Immigration Partnership Council on the role the OFC plays in integrating newcomers and immigrants to Ontario.
- **Sault Ste. Marie:** Commissioner addressed the Sault Ste. Marie Local Immigration Partnership Assembly, where discussions included the integration of newcomers in northern and mid-sized communities.
- **Sudbury:** Commissioner spoke on *Immigration Matters: Strategies for Our Community* to agencies, clients and community members at the Sudbury Local Immigration Partnership Assembly.
- **Toronto:** Commissioner's outreach activities included the following:
  - delivering a presentation, *Strengthening Toronto's Economy and Investment Climate Through Internationally Educated Professionals*, to Toronto's Economic Development Committee
  - addressing the Ontario Human Rights Commission
  - attending the Conference Board of Canada's Leaders' Roundtable on Immigration
  - explaining the OFC's mandate, work, progress and impact at a Rotary Club luncheon
  - delivering the keynote speech at the Skills for Change conference, with an audience including 300 internationally trained engineers

Collaboration With Other Provinces

September 2011 – Pittsburgh, Pennsylvania: *Counterparts to Ontario's Fairness Commissioner have been appointed in Manitoba, Quebec and Nova Scotia, and the four officials came together at the Council on Licensure Enforcement and Regulation. Commissioner Augustine spoke on* ***Trends in Regulatory Oversight: An Ontario Approach****.*

All four agreed that a collaborative, systemic approach to identifying and solving problems has led to success in each of their provinces.

Photo top left L-R: C. Diane Gordon, Review Officer, Department of Labour and Advanced Education, Government of Nova Scotia; Hon. Jean Augustine, PC, CM, Ontario Fairness Commissioner; Ximena Munoz, Manitoba Fairness Commissioner; André Gariépy, Commissioner for Complaints Concerning the Recognition of Professional Competence, Government of Quebec.

Following Ontario's Lead

Other jurisdictions continue to consult the Office of the Fairness Commissioner about the establishment of the office and about its work.

International meetings in 2011–12 included briefings for delegations from Kuwait, Germany (see photo above), France, Belgium, Tunisia, and Spain.

Photo above: Maria Böhmer, Minister of State for Migration, Refugees and Integration, Germany; Commissioner Jean Augustine; Klaus Florsbach, Member of the German Parliament and Chair of the German-Canadian Parliamentary Committee.

PERSPECTIVES ON FAIR ACCESS

"The fairness law really helps regulators look at things differently, see their shortcomings when it comes to immigrants, and review and revise their systems ... Unless this law is in place and people are nudged to do the right thing, it's easier not to do."

Nava Israel
Founder and President, Fusion Global Education

"A basic problem we've got is that we've got 19th century regulatory systems trying to deal with 21st century people movement, in an age of globalization. Often the systems don't match the purpose."

Lesleyanne Hawthorne
Associate Dean International, University of Melbourne, Australia

"Over the last 15 to 20 years a lot of our immigration has involved significant numbers of people who have prior learning and experience, and we need to optimize the skills that they bring ... If the legislation is implemented in the way that shows that it is effective, we will start to open significantly the doors to the various professions and trades."

Grace-Edward Galabuzi
Department of Politics and Public Administration, Ryerson University

"We have seen a growth in response by these very important institutions, the regulatory bodies. And so we see transparency, accountability and recognition of international credentials as a priority in institutions where it wasn't talked about before."

Elizabeth McIsaac
Executive Director, Toronto Region Immigrant Employment Council

"The licensing system has become more open ... People often have an answer as to what their assessment is and why their assessment is like what it is ... Also the number of institutions that [regulators] now accept and evaluate as equivalent to Canadian education ... has grown and their process has also improved."

Salman Kureishy
Former Program Manager, Ryerson University

"It's important that the professions are independently regulated but it's also important that the professions follow ... basic requirements, and I think the law ... establishes them pretty clearly and sets up a mechanism by which the professions can show they're meeting them or be helped to meet them."

George Thomson
Senior Director, International Programs, National Judicial Institute

ADVICE
TO GOVERNMENT

The Office of the Fairness Commissioner reports directly to the Ontario Minister of Citizenship and Immigration, to provide updates on fair access across the province's licensing system.

The Commissioner advises the seven ministers responsible for regulated professions, to draw attention to problems and progress in the regulatory bodies they oversee. The Commissioner also meets with the Minister of Training, Colleges and Universities, who is responsible for the new Ontario College of Trades and for improving labour mobility in Ontario.

Ontario Regulatory Bodies (grouped by responsible ministry)

Ministry of Agriculture, Food and Rural Affairs

- College of **Veterinarians** of Ontario

Ministry of the Attorney General

- Ontario Association of **Architects**
- Institute of **Chartered Accountants** of Ontario
- Professional **Engineers** Ontario
- Certified **General Accountants** of Ontario
- **Law Society** of Upper Canada
- Certified **Management Accountants** of Ontario

Ministry of Community and Social Services

- Ontario College of **Social Workers and Social Service Workers**

Ministry of Education

- College of **Early Childhood Educators**
- Ontario College of **Teachers**

Ministry of Health and Long-Term Care

- College of **Audiologists and Speech-Language Pathologists** of Ontario
- College of **Chiropodists** of Ontario
- College of **Chiropractors** of Ontario
- College of **Dental Hygienists** of Ontario
- Royal College of **Dental Surgeons** of Ontario
- College of **Dental Technologists** of Ontario
- College of **Denturists** of Ontario
- College of **Dietitians** of Ontario
- College of **Homeopaths** of Ontario
- College of **Kinesiologists** of Ontario
- College of **Massage Therapists** of Ontario
- College of **Medical Laboratory Technologists** of Ontario
- College of **Medical Radiation Technologists** of Ontario
- College of **Midwives** of Ontario
- College of **Naturopaths** of Ontario

On February 6, 2012, Ontario Lieutenant Governor David C. Onley presented the Commissioner with the Queen Elizabeth II Diamond Jubilee Medal.

- College of **Nurses** of Ontario
- College of **Occupational Therapists** of Ontario
- College of **Opticians** of Ontario
- College of **Optometrists** of Ontario
- Ontario College of **Pharmacists**
- College of **Physicians and Surgeons** of Ontario
- College of **Physiotherapists** of Ontario
- College of **Psychologists** of Ontario
- College of Registered **Psychotherapists** and Registered **Mental Health Therapists** of Ontario
- College of **Respiratory Therapists** of Ontario
- College of **Traditional Chinese Medicine Practitioners and Acupuncturists** of Ontario

Ministry of Natural Resources

- Ontario Professional **Foresters** Association
- Association of Ontario **Land Surveyors**

Ministry of Northern Development and Mines

- Association of Professional **Geoscientists** of Ontario

Ministry of Training, Colleges and Universities

- Ontario College of **Trades**

No Ministry

- Ontario Association of **Certified Engineering Technicians and Technologists**

The Office of the Fairness Commissioner oversees the registration practices of **40** Ontario regulatory bodies.

India, the **Philippines** and the **United States** were the top source countries for internationally trained applicants seeking licenses in Ontario in 2011.

ONGOING VIGILANCE

The OFC brings concerns to the attention of the appropriate government minister and ministry staff, making recommendations and working toward satisfactory solutions.

For example:

- **Accounting Professions** (Ministry of the Attorney General) – Discussions are underway for unifying the three accounting bodies in Ontario: Chartered Accountants, General Accountants and Management Accountants. The OFC is not opposed to a merger, but is monitoring the negotiations to ensure that access to the professions continues to be transparent, objective, impartial and fair.
- **Denturists** (Ministry of Health and Long-Term Care) – In March 2012, the Government of Ontario appointed a supervisor to address fairness and transparency concerns at the College of Denturists of Ontario (CDO), as raised by the OFC. The OFC continues to communicate with the ministry and to monitor the CDO as it addresses OFC concerns. (Because of this situation, the CDO is the only regulatory body not being assessed by the OFC during the current assessment cycle.)
- **Management Accountants (CMA Ontario)** (Ministry of the Attorney General) – The regulatory body for management accountants in the United Kingdom (the Chartered Institute of Management Accountants, or CIMA) has raised concerns with the Ontario Human Rights Commission and the OFC regarding CMA Ontario's licensing requirements for CIMA members. The OFC is working with CIMA Canada and CMA Ontario to resolve the concerns.
- **Optometrists** (Ministry of Health and Long-Term Care) – Draft regulations would have required internationally educated optometrist applicants to have a degree identical to the University of Waterloo's, effectively restricting licences only to Waterloo graduates. The OFC is sensitive to language that appears to obstruct qualified applicants, and is working with the College of Optometrists to ensure that education programs completed outside of Ontario are duly considered during the application process. The OFC also raised concerns that the college is on the record as discouraging applications from internationally educated ophthalmologists. The college has begun to address the concerns.

The OFC analyzes regulatory policies and activities to broaden its knowledge base around ***four key areas****:*

Academic Credentials Assessment *– 33 regulatory bodies require the assessing of credentials such as degrees, diplomas, certificates and other formal confirmations of qualifications.*

Competency Assessment *– Currently, 27 regulatory bodies assess competency (relevant knowledge and skills) through examinations, clinical observation, self-assessment, or other methods enabling applicants to demonstrate what they know or can do.*

Language Proficiency Assessment *– 26 regulatory bodies require language proficiency in English or French.*

Canadian Work Experience *(practical training, mandatory programs, residency, supervised practice and other approaches that ensure applicants are familiar with Canadian standards) – This experience is required by 16 regulatory bodies, 6 of which require Ontario work experience.*

- **Physicians and Surgeons** (Ministry of Health and Long-Term Care) – Interviews with international medical graduates (IMGs) for residency positions have long been identified as the most subjective part of the selection process. The OFC welcomed recommendations for a structured-interview approach based on objective criteria, but believes that unsuccessful candidates should get feedback. The OFC will continue to monitor whether implementation of these recommendations improves IMGs' access to the profession.

- **Psychologists** (Ministry of Health and Long-Term Care) – Currently, psychologists require either a doctoral degree or a master's degree and four years of work experience. The College of Psychologists of Ontario is proposing to eliminate the master's degree route. However, eight other provinces will maintain both routes, and under labour mobility provisions Ontario would license psychologists from those provinces with a master's degree. The OFC is concerned that this would create a double standard, requiring a doctoral degree for some applicants but not others. The ministry and the college are considering the OFC's concerns as regulation amendments move forward.

FINANCIAL STATEMENT

Statement of Revenues and Expenses

Year Ended March 31, 2012

	2012	2011
Revenues		
Ministry of Citizenship and Immigration	$ 1,689,900	$ 1,689,900
Interest income	7,467	5,907
Sundry income	–	26,404
	1,697,367	1,722,211
Expenses		
Salaries, wages and benefits	1,174,417	1,053,473
Services	282,786	313,759
Office administration	134,503	125,546
Transportation and communications	44,777	53,009
	1,636,483	1,545,787
Excess of revenues over expenses before amortization	**60,884**	**176,424**
Amortization of capital assets	57,909	12,011
Excess of revenues over expenses	**$ 2,975**	**$ 164,413**

Notes to Financial Statement

1. Significant accounting policies

Significant accounting policies followed in the preparation of this financial statement are:

a) Revenues

Funds provided by the Ministry of Citizenship and Immigration are recognized in the year in which they are earned.

b) Management estimates

The presentation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of revenues and expenditures during the reported period. Actual amounts could differ from these estimates.

Full audited financial statements are available on the OFC website or by contacting the OFC.

OFC STAFF

Hon. Jean Augustine, PC, CM, Fairness Commissioner | Larry Colle | Florine Ip | Nuzhat Jafri | Jennifer Louis | Angelika Neuenhofen | Mabel Opoku | Theo Osawe | Mona Qi Feng | Heather Robbins-Ballard | Beatrice Schriever | Jessica Walters | Wilson West

Invitation

L'Ordre des enseignantes et des enseignants de l'Ontario vous invite à la

Réunion annuelle des membres de 2012

Le jeudi 7 juin 2012 à 17 h 30

Conférencière principale

Jean Augustine, commissaire à l'équité de l'Ontario, parlera de son travail pour garantir que ceux qui postulent pour devenir professionnels agréés en Ontario sont traités équitablement, quel que soit l'endroit où ils ont été formés.

sidente du conseil, apadopoulos, EAO, fera ompte-rendu des activités conseil au cours de la née.

Fairness commissioner reappointed

Premier Dalton McGuinty has quietly reappointed former Liberal MP Jean Augustine to a two-year term as Ontario's fairness commissioner.

Augustine, 74, has held the post since it was created in 2007 to advocate for foreign-trained professionals in Ontario. McGuinty and Northern Development and Mines Minister Rick Bartolucci signed the order-in-council authorizing her extension at a cabinet meeting on Jan. 25.

The one-time Etobicoke-Lakeshore MP, who vacated her seat in November 2005 for then-star Liberal candidate Michael Ignatieff, made history 19 years ago by becoming the first black woman elected to the House of Commons.

TORSTAR NEWS SERVICE

Michael Salvatori, des initiatives de 11-2012.

l'occasion questions

salon des

WORKING TOWARD FAIR IN THE REGULATED PROF

Hon. Jean Augustine, PC, CM, was appointed as Fairness Commissioner for the Province o Grenada and came to Canada in 1960. In 1993, she became the first African-Canadian re she served for four terms. She served as Minister of State for Multiculturalism and the

rofessions in Ontario, Canada, licensure is a precursor to employment. The Offi arriers to fair licensing in the professions, especially for people trained outside canadian experience requirements; the involvement of third-party agencies th ants to find accurate information. The OFC's strategy for continuous improv overing professions have led to many advances. Barriers remain, and prog

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the professions in the public interes first agency of its kind in Canada and Other provinces have since passed simil comparable oversight functions.[2]

The office has no mandate to advocat or address employment is them. In most of the pr OFC, a person needs include architectu many other sig

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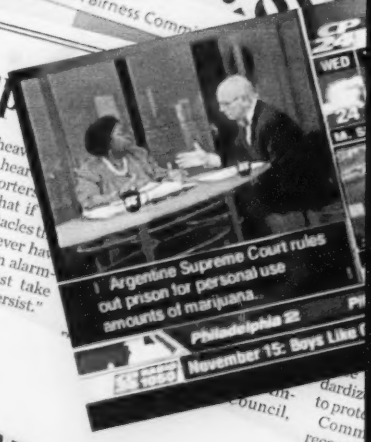

thrown into great upheav of the stories are truly hear ing," Augustine told reporter "People even told us that if had known about the obstacles t would face, they would never ha come to Canada. This is an alarm- in message, and we must take not persist."

help immigrants up

Fairness Comm

What doe

OLAS KEUNG
TION REPORTER

RENZIE
BUREAU CHIEF

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The Office of the Fairness Commissioner is an arm's-length agency of the Ontario government, established under the Fair Access to Regulated Professions Act, 2006. Its mandate is to ensure that certain regulated professions have registration practices that are transparent, objective, impartial and fair.

Office of the *fairness* commissioner

Bureau du commissaire à *l'équité*